

SECTION L
INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 52.252-1

SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):
<http://www.arnet.gov/far/>

L.2 52.204-6

DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER (JUNE 1999)
(Reference 4.603)

L.3 52.214-34

SUBMISSION OF OFFERS IN THE ENGLISH LANGUAGE (APR 1991)
(Reference 14.201-6)

L.4 52.214-35

SUBMISSION OF OFFERS IN U.S. CURRENCY (APR 1991)
(Reference 14.201-6)

L.5 52.215-1

INSTRUCTIONS TO OFFERORS--COMPETITIVE ACQUISITION (FEB 2000)
(Reference 15.209)

L.6 52.215-2

AUDIT AND RECORDS--NEGOTIATION (JUNE 1999)
(Reference 15.209)

L.7 52.215-36

LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS OF PROPOSALS (OVERSEAS)
(MAY 1997)
(Reference 15.407)

L.8 52.216-1

TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a time and materials contract
resulting from this solicitation.

(End of provision)

L.9 52.233-2

SERVICE OF PROTEST (AUG 1996)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from Derrick L. Heard Internal Revenue Service, A:P:I:E 6009 Oxon Hill Road Oxon Hill, MD 20745

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

L.10 52.252-5

AUTHORIZED DEVIATIONS IN PROVISIONS (APR 1984)

(a) The use in this solicitation of any Federal Acquisition Regulation (48 CFR Chapter 1) provision with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the provision.

(b) The use in this solicitation of any _____ (48 CFR Chapter _____) provision with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of provision)

L.11 IR1052-96-061

DISCUSSIONS AND CORRESPONDENCE

All communications concerning the solicitation, including any of a technical nature, must be made through the Contracting Officer. Correspondence, including written questions, should be directed to the address shown in Block 8 of the Standard Form 33 and marked for the attention of the individual whose name appears in Block 10A of that form. All verbal communications should also be directed to that individual.

Questions concerning any technical aspect of the solicitation must be in writing. In order to ensure a timely response, questions should be received by the Contracting Officer at least 15 days before the due date for receipt of proposals. After this date, the Government will make every effort, but cannot guarantee that questions submitted will be answered before the RFP closing date.

[End of Provision]

L.12 IR1052-96-101

PROPOSALS NOT SELECTED

Non-selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to the Government, or that no proposal was accepted. Offerors whose proposals are not accepted will be so notified. Unsuccessful offerors may request a debriefing concerning the perceived strengths and weaknesses of their proposal relative to the Government's expectations.

[End of Provision]

L.13 IR1052-96-111

AMENDMENTS TO PROPOSAL

Changes to the proposal by the offeror shall be accomplished by amended page(s). Changes from the original page shall be indicated by a vertical line, adjacent to the change, on the outside margin of the page. The offeror shall include the date of the amendment on the lower right hand edge of the page as well as the amendment number which caused the change.

[End of Provision]

L.14 IR1052-96-116

INCURRING COSTS

The Contracting Officer is the only person who can legally obligate the Government for the expenditure of public funds. Costs shall not be incurred by recipients of the Solicitation Document in anticipation of receiving direct reimbursement from the Government.

[End of Provision]

L.15 IR1052-96-120

DISPOSITION OF PROPOSALS

After evaluation, selection, and contract award, unsuccessful proposals will be disposed of as follows: one copy of each proposal will be retained by the Contracting Officer and the remainder will be destroyed.

[End of Provision]

L.16 IR1052-96-124

ANNOUNCEMENT OF AWARD

After notification of the successful offeror and all other participating offerors, announcement of the contract award will be made in the COMMERCE BUSINESS DAILY.

[End of Provision]

L.17 PROPOSAL PREPARATION INSTRUCTIONS

These instructions prescribe the required format for proposal submission.

General Information

The proposal(s) shall consist of Volumes I, II and III as described below and must include all applicable information in the formats specified.

Submission of Proposal

Each offeror's proposal submitted in response to this solicitation shall be in three (3) volumes as described below. The technical proposal (volume I) shall be submitted in an original and four copies. The business proposal (volume II) shall be submitted in an original and three copies. The cost proposal (volume III) shall be submitted in an original and four copies. A cover letter may also be provided, at the offeror's option. Proposals must be prepared in accordance with these instructions, providing all required information in the format specified. Failure of a proposal to show compliance with these instructions may be grounds for exclusion of the proposal from further consideration.

Proposal Page Length

VOLUME I- TECHNICAL PROPOSAL

TECHNICAL PROPOSAL PAGE LENGTH- Technical proposals are limited to ONE HUNDRED (100) pages and shall be submitted on standard 8.5 by 11 inch paper. Pages shall be numbered sequentially 1-100. Pages in excess of 100 will not be evaluated.

That is page number 1 through 100 will be evaluated; pages number 101 and beyond will be set aside and not evaluated. However, each page that is marked "This page is intentionally left blank" shall not count toward the page limitation of the technical proposal providing that intentionally left blank page is not page numbered.

RESUME PAGE LENGTH- Resumes are limited to THREE (3) pages and shall be submitted on standard 8.5 by 11 inch paper. Pages shall be numbered sequentially 1-3. Pages in excess of 3 will not be evaluated. That is page number 1 through 3 will be evaluated; pages number 4 and beyond will be set aside and not evaluated.

VOLUME II- BUSINESS PROPOSAL

BUSINESS PROPOSAL PAGE LENGTH- Business proposals are limited to fifty (50) pages and shall be submitted on standard 8.5 by 11 inches. Pages shall be numbered sequentially 1-50. Pages in excess of 50 will not be evaluated. That is page number 1 through 50 will be evaluated; pages number 51 and beyond will be set aside and not evaluated. However, each page that is marked "This page is intentionally left blank" shall not count toward the page limitation of the business proposal providing that intentionally left blank page is not page numbered.

VOLUME III- PRICE PROPOSAL

COST PROPOSAL PAGE LENGTH - No page limitations

L.18 PROPOSAL STRUCTURE AND CONTENT

L.18.1 Volume I - Technical Proposal

General

This volume of the proposal shall consist of the sections described below. NO PRICING DATA SHALL BE SUBMITTED IN THIS

VOLUME. Prospective offerors are asked to bear in mind that all material submitted should be directly pertinent to the requirements of this RFP. Extraneous narrative, elaborate brochures, uninformative "PR" material, and so forth, shall not be submitted.

Section 1 - Transmittal Letter

A letter that formally transmits the proposal, and states how the offeror meets the requirements in the RFP.

Section 2 - Executive Summary and Table of Contents

Summarize the offer, highlighting the salient features of the proposal. Indicate your complete acceptance of the solicitation requirements or specify any exceptions, and all deviations from the RFP for which the offeror request approval. Provide a clear table of contents with page number references.

Section 3 - Project Management and Support/Personnel Staffing

Provide the overall plan for managing and staffing all phases of this effort. The plan shall include detailed information concerning the offeror's ability to adequately staff the operation. The offeror shall describe in detail any plans for subcontracting with the submission of the proposal.

Section 4 - Section C Requirements

In this section, offerors shall provide a response to each Section C requirement. Responses are required for each paragraph of Section C, beginning at C.4. The Technical Validation Checklist is located in Section J, Attachment J-13.

Section 4.1- Format for Section C Responses

Enter the section C paragraph number heading and below it or next to it provide a statement of agreement and as applicable, an explanation of how the offeror intends to meet the requirement.

PER-CALL NOTEBOOK SHIP-IN/DEPOT SERVICE

Per-call- See section J attachment (J-4) of the solicitation for an estimate of per-call maintenance services for three months.

PER-CALL/ON-SITE MAINTENANCE WITHIN THE WASHINGTON D.C., METROPOLITAN AREA.

Per-call- See section J attachment (J-4) of the solicitation for an estimate of per-call maintenance services for three months, at (1) hour minimum per-call within the required PPM.

PARTS SUPPLY/DISTRIBUTION PLAN

Offerors shall supply their parts supply/distribution plan. Items that must be covered include:

- (1) Location of distribution centers
- (2) Offeror's experience with parts and equipment supply for requirements of similar size, scope and relative location to that required hereunder.
- (3) Channel of distribution for parts and equipment.
- (4) Offeror's plan for quality testing of spares and repair parts.
- (5) Describe the strategy for ensuring timely availability of parts for all the different types of equipment to be maintained.

Section 5- RESERVED (NO INFORMATION REQUIRED)

Section 6- Experience and past performance

This section shall consist of experience and past performance of the offeror and the experience and past performance of the proposed key personnel.

Section 6.1- Key Personnel

In this section offerors shall describe the experience and past performance of their proposed Key personnel and service technicians. Key personnel consists of the ship-in facility manager and the per-call/on-site manager. Offerors shall provide complete references for all contracts in the past five years for

which the proposed personnel provided services. Include the resumes and reference information in this section. The description, resumes, and reference supplied in the offeror's proposal shall demonstrate:

SHIP-IN FACILITY MANAGER

- At least five years of progressive IT experience;
- At least two years of experience within the last five years supervising a high volume centralized personnel computing repair/shipping facility;
- At least one year of experience within the last three years performing any/all of the following: maintenance, testing, assembling, and troubleshooting personal computers and peripherals;
- High school graduate or equivalent. No substitution of education for experience is permitted.

PER-CALL/ON-SITE MANAGER

- At least five years of progressive IT experience
- At least two years of experience within the last five years supervising any/all of the following: computer operations, computer maintenance, and/or facility maintenance.
- At least one year of experience within the last three years performing any/all of the following: maintenance, testing, assembling, and troubleshooting personal computers and peripherals;
- High school graduate or equivalent. No substitution of education for experience is permitted.

Service Technicians

- . Twelve months experience repairing the types of equipment covered by this contract (or on similar products),
- . A working knowledge of service aids and diagnostic techniques,

- . A high school graduate or equivalent.

KEY PERSONNEL RESUMES

Resumes of Contractor key personnel will be provided with the proposal. Any Contractor proposed substitutions to previously designated key personnel will have resumes submitted to the Government and written acceptance of those resumes will be provided to the Contractor. All resumes shall clearly demonstrate the individual's qualifications.

Each resume shall be no more than three pages in length, personally signed by the individual, and must contain the following information;

- (1) Full Name;
- (2) Position for which the individual is proposed;
- (3) Education/Training;
- (4) Chronological work experience up to five years;
- (5) Brief narrative which clearly describes how this individual is qualified for one of the key personnel categories described in Section H of this RFP; and
- (6) Dated and signed statement by the individual certifying that the information in the resume is true and accurate.

[End of Clause]

Section 6.2- Corporate

In this section offerors shall describe their experience and past performance in managing contracts. The description shall be supported by and directly relate to references supplied with the technical proposal. Offerors shall provide complete references for all contracts in the past five years for which it provided services. Offerors may submit commercial references as well as government references. Include the reference information in this section. The description and references supplied in the offeror's proposal shall demonstrate:

- Experience: The extent of the offeror's experience in carrying out similar work.
- Past Performance: The quality of the offeror's past performance in carrying out similar work, timeliness of performance, cost control, customer satisfaction and business relations.

(a) References shall be limited to Information Technology equipment (IT) contracts.

(b) Each contract shall have been initiated within the past five years.

(c) Provide the following information for each reference submitted with the technical proposal:

- (1) The agency name; a name and telephone number of the Contracting Officer, and/or the Administrative Contracting Officer (if different). The contact point shall have in-depth knowledge of contract performance.
- (2) contract number
- (3) contract type
- (4) Identify performance dates.
- (5) Indicate the approximate dollar value of the service.
- (6) A brief description of the type of services provided.
- (7) Identify the prime contractor and all subcontractors and describe the responsibilities of each.

Definition of "Similar Work"

Similar work includes experience with IT contracts for the type of equipment to be maintained in section J attachment (J-8) of this solicitation.

Section 7 - Summary of Technical Exceptions and

Deviations

In this section, the offeror shall summarize all exceptions it takes to the technical requirements of the RFP and all deviations from the RFP for which it requests approval.

Section 8 - Technical Literature

This section is reserved (NO INFORMATION WILL BE REQUIRED IN THIS SECTION).

L.18.2 Volume II - Business Proposal

Section 1 - Compliance

In this section, the offeror shall respond to each requirement of Sections D through K, inclusive, of the RFP and indicate whether it proposes to comply. For the purpose of facilitating discussions, for every instance where the offeror does not propose to comply with or agree to a requirement, the offeror shall propose an alternative and describe its reasoning therefor. It is not necessary to respond on a paragraph by paragraph basis except as required for clarity; for example, if the offeror agrees to the terms of Section H of the RFP in their entirety, a single statement to that effect will suffice. If the offeror agrees to sections D through K in their entirety, a single statement to that effect will also suffice. This Section shall contain an original signed copy of the face page of the RFP, as well as the Certifications and Representations which make up Section K of the RFP.

Section 2 - Financial Capability

The offeror shall provide its most recent and previous two years financial statement, as well as a complete description of the source(s) and nature of resources which will be brought to bear in financing the performance of this contract. The discussion should cover how the offeror will meet expense items both within the firm and from outside sources, such as equipment suppliers. Points of contact (name and telephone number) at financial institutions referenced must also be included. This section shall also include the offeror's contingency plans in the event proposed items which are not made or provided directly by the offeror should become unavailable.

L.18.3 VOLUME III- PRICE PROPOSAL

Section 1 - Price Proposal

In this section, the offeror shall provide its detailed price proposal prepared in accordance with Section B of the RFP. The offeror shall also provide a copy of applicable current GSA

Schedules or commercial price lists, as well as any required cost or pricing substantiation.

Offerors shall proposed a fully loaded hourly rate for technicians for on-site maintenance for Contract Line Item Numbers (CLINs) 0001, 0007, and 0013, for the base year and option years one and two, respectively. The Government's estimated number of hours are provided.

Offerors shall propose a fully loaded hourly rate for technicians for mail in/depot maintenance for CLINs 0003, 0009, and 0015, for the base year and option years one and two, respectively. The Government's estimated number of hours are provided.

As stated in Section B.1, The hourly rate is a fully loaded rate consisting of wages, fringe benefits, overhead, general and administrative expenses, and profit.

The Government has provided the estimated price for materials for on-site and mail in/depot maintenance for CLINs 0002, 0004, 0008, 0010, 0014, and 0016, for the base year and option years one and two respectively.

Offerors shall propose a material handling charge for on-site maintenance for CLINs 0002A, 0008A, and 0014A, for the base year and option years one and two, respectively. This charge shall be proposed by offerors as a percentage of the Government's estimated price for materials (at CLINs 0002, 0008, and 0014).

Offerors shall propose a material handling charge for mail in/depot maintenance for CLINs 0004A, 0010A, and 0016A, for the base year and option years one and two, respectively. This charge shall be proposed by offerors as a percentage of the Government's estimated price for materials (at CLINs 0004, 0010, and 0016).

The Government has provided estimated price for depot repair shipping costs (CLINs 0005, 0011, and 0017).

Offerors shall provide a proposed price for shipping containers in CLINs 0006, 0012, and 0018, for the base year and option years one and two, respectively.

Offerors shall provide a total proposed price for the base year and option years one and two, as well as a total proposed

contract price.

A spreadsheet has been provided by the government. The Offeror shall fill in the unit price column. The spreadsheet will automatically multiply the unit price by the quantity and calculate the extended price for each item. The spreadsheet will calculate the total price by year and also calculate a grand total for all three years.

Electronic copies of the spreadsheet are provided on the IRS Procurement Web (<http://procurement.irs.gov>) in Microsoft Excel. The Offeror shall provide pricing on both an Excel diskette copy of the proposal and on the paper copy. Pricing on the paper copy will take precedence in the event of any discrepancies with the pricing submitted on the diskettes.

The government is providing the spreadsheet as a means to increase efficiency, reduce mistakes, and reduce cost for both the Offerors and the IRS. The Offeror is still responsible for properly submitting its electronic copy which should match its paper copy. The Offeror is also responsible for ensuring that all calculations are correct and that all data has been included. If the Offeror believes that there are discrepancies in the electronic copy which has been furnished, it should immediately contact the Contracting Officer and request clarification.

In addition, the Offeror must run its diskette through a virus checking program prior to submission to the IRS. Any submitted diskette which is found to contain a virus will be rejected and the Offeror will be required to submit a replacement.

[End of Provision]

(End of Section)